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PUCO

August 1, 2002

## **VIA FEDERAL EXPRESS**

The Public Utility Commission of Ohio Docketing Division 180 E. Broad Street Columbus, OH 43215-3793

Re: Local Telecom Holdings, LLC d/b/a

**Transpoint Communications** 

**Model Tariff** 

Case No. 01-587-CT-ZCO

#### Dear Sir/Madame:

At the request of Steven Deerweister, we respectfully submit an original and eight (8) copies of the Model Tariff of Local Telecom Holdings, LLC d/b/a Transpoint Communications ("Transpoint"). There is a pending assignment application on file (Case No. 01-587-CT-ZCO) between Quintelco, Inc. and Transpoint. This tariff should be associated with that portion of the application belonging to Transpoint.

If you have any questions, or need any additional information regarding the assignment application or the enclosed tariff, please contact the undersigned.

Cincaraly

Man Stewart

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# LOCAL TELECOM HOLDINGS, LLC d/b/a TRANSPOINT COMMUNICATIONS Case No. 01-587-CT-ZCO

ORIGINAL SHEET 1 O.P.U.C. TARIFF NO. 1

Tariff Schedule Applicable to

Non Facilities- Based Resold Interexhange Service; and Prepaid Long Distance Debit Card Services

Telecommunications Services Furnished by

LOCAL TELECOM HOLDINGS, LLC d/b/a TRANSPOINT COMMUNICATIONS

Between Points Within the State of Ohio

Issued: March 26, 2001

By:

Paul Black, President

Local Telecom Holdings, LLC d/b/a Transpoint Communications 28118 Agoura Road, Suite 201 Agoura Hills, CA 91301 Effective date: March 26, 2001

# **CHECK SHEET**

Sheets 1 through 39 inclusive of this tariff are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the, original tariff and are currently in effect as of the date on the bottom of this page.

SHEET	REVISION	SHEET	REVISION
1	Original	25	Original
2	Original	26	Original
3	Original	27	Original
4	Original	28	Original
5	Original	29	Original
6	Original	30	Original
7	Original	31	Original
8	Original	32	Original
9	Original	33	Original
10	Original	34	Original
11	Original	35	Original
12	Original	36	Original
13	Original	37	Original
14	Original	38	Original
15	Original	39	Original
16	Original		
17	Original		
18	Original		
19	Original		
20	Original		
21	Original		
22	Original		
23	Original		
24	Original		

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# LOCAL TELECOM HOLDINGS, LLC d/b/a TRANSPOINT COMMUNICATIONS Case No. 01-587-CT-ZCO

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## **SYMBOLS**

The following are the only symbols used for the purposes indicated below:

D - Delete or Discontinue

I - Change Resulting In An Increase to A Customer's Bill

M - Moved From Another Tariff Location

N - New

R - Change Resulting In A Reduction to A Customer's Bill

T - Change In Text or Regulation But No Change In Rate or Charge

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#### TARIFF FORMAT

- A. <u>Sheet Numbering</u> Sheet numbers appear in the upper right comer of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. <u>Sheet Revision Numbers</u> Revision numbers also appear in the upper right comer of each page. These numbers are used to determine the most current sheet version on file with the O.P.U.C. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14.

  Because of various suspension periods, deferrals, etc. the O.P.U.C. follows in their tariff approval process, the most current sheet number on file with the Commission is not always the tariff page in effect. Consult the Cheek Sheet for the sheet currently in effect.
- C. <u>Paragraph Number Sequence</u> There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

2.1 2.1.1.A. 2.1.1.A.1. 2.1.1.A.1.(a) 2.1.1.A.1.(a).1. 2.1.1.A.1.(a).1.(i). 2.1.1.A.1.(a).1.(i).

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# ORIGINAL SHEET 6 O.P.U.C. TARIFF NO. 1

LOCAL TELECOM HOLDINGS, LLC d/b/a TRANSPOINT COMMUNICATIONS Case No. 01-587-CT-ZCO

# TARIFF FORMAT (Cont'd)

D. <u>Check Sheet</u> - When a tariff filing is made with the O.P.U.C., an updated check sheet accompanies the tariff filing. The check sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbol used on this page if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revisions levels on some pages). The tariff user should refer to the latest cheek sheet to find out if a particular sheet is the most current on file with the O.P.U.C.

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Agoura Hills, CA 91301

#### SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

**Access Line** - An arrangement which connects the Customer's location to a Company network switching center.

Authorization Code - A numerical code, one or more of which are available to a customer to enable him/her to access the carrier, and which are used by the carrier both to prevent unauthorized access to its facilities and to identify the customer for billing purposes.

**Company or Carrier** – Local Telecom Holdings, LLC d/b/a Transpoint Communications (Transpoint)

**Customer** - The person, firm, corporation or other entity which orders service and is responsible for payment of charges due and compliance with the Company's tariff regulations.

Day - From 8:00 a.m. up to, but not including, 5:00 p.m. local time Monday through Friday.

Evening - From 5:00 p.m. up to, but not including, 11:00 p.m. local time Sunday through Friday

Holidays - Company's recognized holidays are New Year's Day, Martin Luther King, Jr. Day, Presidents' Day, Veterans' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving Day, and Christmas Day.

**Night/Weekend** - From 11:00 p.m. up to, but not including, 8:00 a.m. Sunday through Friday and 8:00 a.m. Saturday up to, but not including 5:00 p.m. Sunday.

O.P.U.C. - Ohio Public Utilities commission.

**Prepaid Debit Card** - A card issued by the Company, containing an Authorization Code which identifies a specific Prepaid Account of calling minutes, which enables calls to be processed, account activity to be logged, and balances to be maintained, on a prepayment basis.

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# LOCAL TELECOM HOLDINGS, LLC d/b/a TRANSPOINT COMMUNICATIONS Case No. 01-587-CT-ZCO

# SECTION 2 - RULES AND REGULATIONS

#### 2.1 Contact Information:

2.1.1. Customer complaints, billing inquiries, new service or disconnect requests:

Jacy Shillan

Local Telecom Holdings, LLC d/b/a Transpoint Communications 28118 Agoura Road, Suite 201 Agoura Hills, CA 91301 Toll Free No. 1 (888) 239-2941

2.1.2. Commission contact -- tariff information:

Jacy Shillan

Local Telecom Holdings, LLC d/b/a Transpoint Communications 28118 Agoura Road, Suite 201 Agoura Hills, CA 91301 Telephone No. (818) 879-6000

2.1.3. Commission Contact Complaints:

Jacy Shillan

Local Telecom Holdings, LLC d/b/a Transpoint Communications 28118 Agoura Road, Suite 201 Agoura Hills, CA 91301 Telephone No. (818) 879-6000

2.1.4. Ohio Agent:

Corporations Services Company

16 East Broad Street Columbus, OH43215 (800)482-1164

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#### 2.2 Undertaking of Company

Company's facilities are furnished for long distance communications originating at specified points within the State of Ohio under the terms of this tariff.

Company operates and maintains the communication services provided hereunder in accordance with the terms and conditions set forth under this tariff. It may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Customer to allow connection of a Customer's location to the Company network. The Customer shall be responsible for all charges due for such service arrangement.

The Company's services are provided on a monthly basis unless ordered on a longer time basis, and are available twenty four hours per day, seven days per week.

#### 2.3 Limitations

- 2.3.1 Service is offered subject to the availability of facilities and the provisions of this tariff.
- 2.3.2 Company reserves the right to discontinue furnishing service, or limit the method of service necessitated by conditions beyond its control; or when the Customer is using service in violation of the law or the provisions of this tariff.
- 2.3.3 All services provided under this tariff are directly controlled by Company and the Customer may not transfer or assign the use of service, except with the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.

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2.3.4 Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions for service.

## 2.4 Liabilities of The Company

- 2.4.1 Company's liability for damages arising out of mistakes, interruptions omissions, delays, errors, or defects in the transmission, of business by the negligence of its employees or its agents, in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which the aforementioned faults in transmission occur.
- 2.4.2 Company shall be indemnified and held harmless by the Customer against:
  - (A) Claims for libel, slander, or infringement of copyright arising out of the material, data, information, or other content transmitted over the Company's facilities.
  - (B) All other claims arising out of any act or omission of the Customer in connection with any service or facility provided by Company
- 2.4.3 The included tariff language does not constitute a determination by the Commission that a limitation of liability imposed by the Company should be upheld, in a court of law. Acceptance for filing by the Commission recognizes that it is a court's responsibility to adjudicate negligence and consequential damage claims. It is also the court's responsibility to determine the validity of the exculpatory clause.

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- 2.4 Liabilities of The Company (Cont'd)
  - 2.4.4 Company will give at least 10 days notice to Customers and the O.P.U.C. before increasing rates or other changes.
- 2.5 <u>Interruption of Service</u>
  - 2.5.1 Credit allowances for the interruption of service, which is not due to the Company's testing or adjusting, negligence of the Customer, or to the failure of channels or equipment provided by the Customer, are subject to the general liability provisions set forth in 2.3.1 herein. It shall be the obligation of the Customer to notify the Company immediately of any interruption in service for which a credit allowance is desired.
    - Before giving such notice, the Customer shall ascertain that the trouble is not being caused by an action or omission by the Customer within his control, or is not in wiring or equipment, if any, furnished by the Customer.
  - 2.5.2 For the purposes of credit computation, every month shall be considered to have 720 hours.
  - 2.5.3 No credit shall be allowed for an interruption of a continuous duration of less than two hours.

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## 2.5 Interruption of Service (Cont'd)

2.5.4. The Customer shall be credited for an interruption of two hours or more at the rate of 1/720th of the fixed monthly charge for the facilities affected for each hour or major fraction thereof that the interruption continues.

Credit Formula:

Credit = 
$$\underline{\underline{A}} \times \underline{B}$$
  
720

"A" -- outage times in hours

"B" -- total fixed monthly charge for affected facility

## 2.6 <u>Suspension-of-Service Guidelines</u>

Company will provide written notice at least seven days in advance of suspending a Customer's service for non-payment of charges. In cases of bona fide emergencies, we try to avoid suspension of service for non-payment. Service will be suspended without notice in the following situations:

- 1) The Customer obtained service fraudulently;
- 2) Risk of non-payment is evident; or
- 3) A safety hazard is found on the Customer's premises.

## 2.7 Restoration of Service

The use and restoration of service shall be in accordance with the priority system specified in Part 64, Subpart D of the Rules and Regulations of the Federal Communications Commission.

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# LOCAL TELECOM HOLDINGS, LLC d/b/a TRANSPOINT COMMUNICATIONS Case No. 01-587-CT-ZCO

## SECTION 2 - RULES AND REGULATIONS (Cont'd)

## 2.8 Billing Periods

The Customer will receive a Bill after the 30-day cycle.

## 2.9 Understanding the Company Bill

The Customer's bill will outline specific charges or adjustments for the Company's services.

## 2.10 Questions About the Company Bill

If the Customer has questions about the Company's charges that may appear on its bill the Customer should call the Company service representative or the Company's designated billing agent.

## 2.11 Pay By Mail

A return envelope is included with each Customer's bill. If the return envelope is unavailable, Customers should contact the Customer service telephone number indicated on the bill for the appropriate address.

#### 2.12 Lost Bills

If a bill is lost, the Customer should call the Company service representative or the Company's designated billing agent for the amount due. The Customer should include his/her account number, name, address and telephone number with payment.

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## 2.13 Form of Payment

For the protection of the Customer, check or money orders payable in United States dollars should be sent with the applicable account number, area code, and telephone number included. Unless otherwise required by law, tariff or commission order, partial payments received without customer direction will be prorated by Company

Alternate forms of payment include travelers checks and bank drafts.

## 2.14 Returned Check Charge

When a customer's check is not honored by the financial institution and the check is returned to the Company due to "Insufficient Funds" in the customer's account, or for similar reasons, a charge of \$10.00 shall apply, unless the customer can establish that the charge should not be assessed.

#### 2.15 Late Charge

A late payment charge of 1.5 percent per month will be applied to charges not paid by their due date. The late payment charge will not be applied to previous late payment charges that have been assessed but not yet been paid for, but will apply to the accumulated services for which the customer is in arrears. Late payment charges will be applied without discrimination.

#### 2.16 Requirements for Service Restoral After Suspension for Non-Payment

In most cases, all charges billed for service must be paid before service will be restored. This would include any amount which the Customer may have received on a new bill. There is also a charge to restore service which will be billed on the Customer's account.

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# SECTION 2 - RULES AND REGULATIONS (Cont'd)

## 2.17 Responsibility of The Company

The Company endeavors to provide the best long distance service possible at a fair and competitive price. In turn, the Customer is responsible for paying its bills on time and must report any problems in a timely manner so that they can be corrected.

#### 2.18. Frequency Restrictions

There are no frequency restrictions.

## 2.19 Cancellations

Customers may cancel their service at any time through written instruction

#### 2.20 Nonpayment

The Company or Company's designated billing agent will contact a Customer when their payment is late. At the point where payment exceeds 60 days late, the Customer may be turned over to a collection agency and the Customer's service may be terminated. Suspension or termination of service shall not be made without seven (7) working days written notice to the Customer, except in extreme cases. The written notice shall be separate and apart from the regular monthly bill for service. All disconnections will be made in accordance with all of PUCO's minimum telephone service standards.

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#### 2.21 Credit for Incomplete Calls

When a Customer calls in or identifies on their returned invoice that specific calls were incomplete, the Company's designated billing agent has the capability to pull up the Customer's invoice on the billing system and determine if this is the case. In the event that the call was incomplete, the Company will instruct its designated billing agent to automatically credit the Customer's invoice. This credit will show up on the next month's bill.

#### 2.22 Deposit

The Company reserves the right to examine the credit record of all service applicants and may require a deposit when determined to be necessary to assure future payment. The Company will refund any deposits after one year of consistent timely payments by the Customer. The full amount of the deposit shall be applied to any charges unpaid after thirty (30) days from the invoice date, and interest shall be paid in accordance with Commission rules.

## 2.23 Advance Payments

The Company reserves the right to collect an advance payment from Customers in an amount not to exceed one (1) month's estimated charges as an advance payment for service. This will be applied against the next month's charges, and if necessary, a new advance payment will be collected for the next month.

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#### 2.24 Collection Costs

In the event the Company is required to initiate legal proceedings to collect any amounts due to the Company for regulated or non-regulated services, equipment or facilities, to enforce any judgment obtained against a Customer, or for the enforcement of any other provision of this tariff or applicable law, Customer shall, in addition to all amounts due, be liable to the Company for all reasonable costs incurred by the Company in such proceedings and enforcement actions, including reasonable attorneys' fees, collection agency fees or payments, and court costs. In any such proceeding, the amount of collection costs (including attorneys' fees), due to the Company will be determined by the court.

#### 2.25 Taxes

The customer is responsible for the payment of all state, local and E911 taxes, surcharges, utility fees, or other similar fees for which the end user is directly responsible and that may be levied by a governing body or bodies in conjunction with or as a result of a service furnished under a tariff on file with the Public Utilities Commission of Ohio. These charges may appear as separate line items on the customer's bill, as opposed to being included in the rates contained in a tariff. Any such line item charges will be reflected in the company's tariff. The company shall not assess separately any taxes, fees or surcharges, other than government-approved sales taxes imposed directly on the end users, without seeking Commission approval under the appropriate local competition procedures required by the Commission. The company shall comply with Commission procedures by sending notice to all customers informing them of the new line item charges.

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#### **SECTION 3 - DESCRIPTION OF SERVICES**

## 3.1 Usage Based Services

The Company's charges are based on the actual usage of the Company's services, plus any special features and/or service options, if any. Charges begin when the designated communication termination(s) is/are accessed and enabled thereby (connected) to receive the communication from the originating location on the network. Charges cease when the called or calling party hangs up.

#### 3.2 Long Distance Telecommunications Network Service

The Company's Long Distance Telecommunications Network Service provides for the non-facilities based, switchless resale of Ohio Local Exchange Carriers' (LEC) tariffed Software Defined Network (SDN) Service. This service is a custom designed private telecommunication network that combines the efficiencies and benefits of both switched, and private line service to meet the specific requirements of Customers needing to communicate on an interlata basis within the State.

Each service Customer is billed individually for each call, on a conversation minute basis placed through the Company since the previous month's billing. Each call is measured and billed at the applicable rate for the initial eighteen (18) second period or fraction thereof, and then at the applicable rate for each additional six (6) second period or fraction thereof. The minimum length of a call is eighteen (18) seconds. See Section A Rates and Charges, for the applicable rate schedule.

#### 3.2 Long Distance Telecommunications Network Service (Cont'd)

Dedicated access circuits may be provided and billed by the local exchange company (LEC). Dedicated access channels may be purchased from carriers other than the LEC only in accordance with O.P.U.C. rules. Charges for the dedicated access channel are determined by the access provider.

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## 3.3 Group Billing Service

Group Billing Service allows the Customer with more than one location to consolidate billing. Group Billing provides enhanced Customer bills with call summaries by NPA, time period and location

#### 3.4 Directory Assistance Service

Directory Assistance Service is provided to assist subscribers in obtaining telephone numbers.

#### 3.5 Accessing Service

The service provided by the Company is one way dial in-dial out, multi-point telecommunications services, allowing the Customer to originate calls through the network facilities of the Underlying Carrier. Customers may originate calls only in the city or cities where they have an active account. Access to the Company may differ depending upon the type of exchange access service provided by the local exchange telephone company to the Underlying Carrier.

#### 3.6 Availability of Service

The services provided through the Company are available where equal access and underlying long distance Billing Systems are provided.

#### 3.7 Locations of Service

The services offered by the Company are to be available statewide, where interexchange service is available. The services offered by the Company are not intended to be limited geographically.

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#### 3.8 Timing of Calls

- 3.8.1 Usage charges are based on usage of the Company's service. Chargeable time begins when a connection is established between the calling station and the called station. Chargeable time ends when either party hangs up thereby releasing the network connections.
- 3.8.2 Min/max call duration and usage measurement and rounding for billing purposes is specified on a per-product basis in the rate section of this tariff.
- 3.8.3 There is no billing applied for incomplete calls.

#### 3.9 Company Prepaid Debit Card

3.9.1 This service permits use of Company Prepaid Debit Cards for placing long distance service calls. Customers may purchase Company Prepaid Debit Cards at a variety of retail outlets or through other distribution channels. Company Prepaid Debit Cards are available at a variety of face values ranging from fifty dollars (\$50.00), or one dollar (\$1.00) increments. Company Prepaid Debit Card service is accessed using the Company toll-free number printed on the card. The caller is prompted by an automated voice response system to enter his/her Authorization Code, and then to enter the terminating telephone number. The Company's processor tracks the call duration on a realtime basis to determine the amount of calling time consumed. The total consumed calling time for each call, which includes applicable taxes, is deducted from the remaining calling minute balance on the Customer's Company Prepaid Debit Card.

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- 3.9.2 All calls must be charged against a Company Prepaid Debit Card that has a sufficient calling minute balance. A Customer's call will be interrupted with an announcement when the balance is about to be depleted. Such announcement will occur when five (5) minutes and when one (1) minute remain before the balance will be depleted, based upon the terminating location of the call.
- 3.9.3 In order to continue the call, the Customer can either call the toll-free number on the back of the Company Prepaid Debit Card and recharge the balance on the card using a nationally recognized credit card, or the Customer can throw the card away and purchase a new one. Calls in progress will be terminated by the Company if the balance on the Company Prepaid Debit Card is insufficient to continue the call and the Customer fails to enter the number of another valid Company Prepaid Debit Card prior to termination.
- 3.9.4 A card will expire 12 months from the date of purchase, or the date of last recharge, whichever is later.
- 3.9.5 A credit allowance for Company Prepaid Debit Card Service is applicable to calls that are interrupted due to poor transmission, one-way transmission, or involuntary disconnection of a call. A Customer may also be granted credit for reaching a wrong number. To receive the proper credit, the Customer must notify the Company at the designated toll-free Customer service number printed on the Company Prepaid Debit Card and furnish the called number, the trouble experienced (e.g. cut-off, noisy circuit, reached wrong number, etc.), and the approximate time that the call was placed.
- 3.9.6 When a call charged to a Company Prepaid Debit Card is interrupted due to cutoff, one-way transmission, or poor transmission conditions, the Customer will receive a credit equivalent to one calling minute.

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#### 3.9. Company Prepaid Debit Card (Cont'd)

- 3.9.7 Credit allowance for calls pursuant to Company Prepaid Card Service do not apply for interruptions not reported promptly to the Company or interruptions that are due to the failure of power, equipment or systems not provided by the Company.
- 3.9.8 Credit for failure of service shall be allowed only when such failure is caused by or occurs due to causes within the control of the Company.
- 3.9.9 The Company will block all calls beginning with the NPA "900" and NXX "976" calls, and therefore such calls can not be completed.

## 3.10 Customer Complaints and/or Billing Disputes

Customer inquiries or complaints regarding service or accounting may be made in writing or by telephone to the Company at:

28118 Agoura Road, Suite 201 Agoura Hills, CA 91301 (888) 239-2941

Any objection to billed charges should be reported promptly to the Company. Adjustments to Customers' bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate. Where overbilling of a subscriber occurs, due either to Company or subscriber error, no liability exists which will require the Company to pay any interest, dividend or other compensation on the amount overbilled.

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# LOCAL TELECOM HOLDINGS, LLC d/b/a TRANSPOINT COMMUNICATIONS Case No. 01-587-CT-ZCO

## SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)

## 3.10 Customer Complaints and/or Billing Disputes (Cont'd)

If Customer complaints cannot be resolved by Company, the Customer may contact the Ohio Public Utilities Commission at the following address and phone number:

180 East Broad Street

(800) 686-7826

Columbus, OH 43215

TDD/TYY: (800) 686-1570

(614) 466-3292

or (614) 466-8180

(8 am - 5 pm, Monday-Friday)

#### 3.11 Level of Service

A Customer can expect end to end network availability of not less than 90% at all times for all services.

#### 3.12 Billing Entity Conditions

When billing functions on behalf of Company or its intermediary are performed by local exchange telephone companies or others, the payment of charge conditions and regulations of such companies and any regulations imposed upon these companies by regulatory bodies having jurisdiction apply. The Company's name and toll-free telephone number will appear on the Customer's bill.

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#### 3.13 Call Forwarding

3.13.1 Call Forwarding provides customers with a non-dedicated 800 number ("personal 800 number") to receive calls from any point within the continental U.S. for a monthly subscription fee of \$14.95 per 800 number. This monthly cost entitles the customer to twenty (20) minutes of use. The customer will be charged \$0.25 per minute for all use beyond twenty (20) minutes per month. The customer may have multiple personal 800 numbers per account. For each personal 800 number the Company will provide the customer with an 800 number, a security code, and a Rerouting Code which allows the subscriber to use the call forwarding 800 feature, by which the customer can receive incoming calls. The Company has the exclusive right to determine the terminating locations for personal 800 numbers. Call Forwarding customers share access on the same 800 number based on PIN and, thus, may not retain use of the 800 number if service is terminated.

This feature allows Call Forwarding customers to temporarily change the telephone numbers to which the 800 calls terminate. After calling into a voice prompted system via a Company provided 800 number, the customer may specify new telephone numbers to which its personal 800 calls will terminate (including a voice mail location). There is no limit to the number of call forwarding transactions a customer may make.

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# 3.14 Teleconferencing Service

- 3.14.1 Teleconference Service provides for a conference to be established by a Company operator on a dial-out or dial-in basis between multiple voice stations. The Teleconference Service provides a customized call reservation and call set-up process that may include directory speed dialing and, when requested by the conference originator, progress reports which provide information regarding the current status of the call.
- 3.14.2 The Company actively monitors Teleconference Service to ensure a high level of service quality and reliability. Upon request, and subject to availability, the operator will provide off-call monitoring. The off-call monitoring feature allows the operator to monitor the status of the call connections via a display of the conference ports used on that call. The operator is not a party to the call with off call monitoring. With off-call monitoring, the operator is able to identify and reconnect dropped conferees.
- 3.14.3 A Teleconference may be ordered on a demand or reserved basis. Pre-notification to conferees of a Teleconference is also available.
- 3.14.4 All charges incurred for the Company's Teleconference Service will be billed to the conference originator. Customers will be charged for each minute of port use incurred during the actual conference call and billed for such usage at the rate of \$0.25 per minute after the first twenty (20) minutes of usage for all the ports combined per month. There may be up to six (6) ports in use for each conference call. To determine the port minutes of use, multiply each port used by the number of minutes it was in use. A fractional minute of use for the port is rounded to the next highest whole minute. All conference announcements are designed for call establishment and completion and will only pertain to the conference call in question. Also, the bridge and associated features are furnished subject to the availability of components.

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#### 3.15 Netcall Services Program:

The Company offers forty-five (45) different Netcall Program Services, for InterLATA service, which are available depending upon the promotional offerings then in effect at the time that the Customer signs up for service.

- 3.15.1 Under the Basic Netcall Program Service Plan, for the monthly charge of \$4.95 Customers may make long distance calls at a rate of \$0.08 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.15.2 Under the Special Netcall Program Service Plan, for the monthly charge of \$4.95 Customers may make long distance calls at a rate of \$0.09 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.15.3 Under the Enhanced Netcall Program Service Plan, for the monthly charge of \$4.95, Customers may make long distance calls at a rate of \$0.10 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.15.4 Under the Platinum Netcall Program Service Plan, for the monthly charge of \$4.95, Customers may make long distance calls at a rate of \$0.08 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.15.5 Under the Pearl Netcall Program Service Plan, for the monthly charge of \$4.95 Customers may make long distance calls at a rate of \$0.09 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.15.6 Under the Sapphire Netcall Program Service Plan, for the monthly charge of \$4.95, Customers may make long distance calls at a rate of \$0.10 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.

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#### 3.15 Netcall Service Program (Cont'd)

- 3.15.7 Under the Copper Netcall Program Service Plan, for the monthly charge of \$7.95 Customers may make long distance calls at a rate of \$0.02 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.15.8 Under the Quicksilver Netcall Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.03 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.15.9 Under the Dream Netcall Program Service Plan, for the monthly charge of \$7.95 Customers may make long distance calls at a rate of \$0.04 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.15.10 Under the Divine Netcall Program Service Plan, for the monthly charge of \$7.95 Customers may make long distance calls at a rate of \$0.05 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.15.11 Under the Heaven Netcall Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.06 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.15.12 Under the New Netcall Program Service Plan, for the monthly charge of \$7.95 Customers may make long distance calls at the rate of \$0.07 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.15.13 Under the Fresh Netcall Program Service Plan, for the monthly charge of \$7.95 Customers may make long distance calls at a rate of \$0.08 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.

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# 3.15 Netcall Service Program (Cont'd)

- 3.15.14 Under the Clean Netcall Program Service Plan, for the monthly charge of \$7.95 Customers may make long distance calls at a rate of \$0.09 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.15.15 Under the Dime Netcall Program Service Plan, for the monthly charge of \$7.95 Customers may make long distance calls at a rate of \$0.10 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes
- 3.15.16 Under the Two Netcall Program Service Plan, for the monthly charge of \$7.95 Customers may make long distance calls at a rate of \$0.02 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.15.17 Under the Three Netcall Program Service Plan, for the monthly charge of \$7.95 Customers may make long distance calls at a rate of \$0.03 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.15.18 Under the Four Netcall Program Service Plan, for the monthly charge of \$7.95 Customers may make long distance calls at a rate of \$0.04 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.15.19 Under the Nickel Netcall Program Service Plan, for the monthly charge of \$7.95 Customers may make long distance calls at a rate of \$0.05 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.15.20 Under the Six Netcall Program Service Plan, for the monthly charge of \$7.95 Customers may make long distance calls at a rate of \$0.06 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.

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#### 3.15 Netcall Service Program (Cont'd)

- 3.15.21 Under the Seven Netcall Program Service Plan, for the monthly charge of \$7.95 Customers may make long distance calls at a rate of \$0.07 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.15.22 Under the Eight Netcall Program Service Plan, for the monthly charge of \$7.95 Customers may make long distance calls at a rate of \$0.08 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.15.23 Under the Nine Netcall Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.09 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.15.24 Under the Ten Netcall Program Service Plan, for the monthly charge of \$7.95 Customers may make long distance calls at a rate of \$0.10 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.15.25 Under the Discount Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.02 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.15.26 Under the Big Netcall Program Service Plan, for the monthly charge of \$9.95 Customers may make long distance calls at a rate of \$0.03 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.

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#### 3.15 Netcall Service Program (Cont'd)

- 3.15.27 Under the Save Netcall Program Service Plan, for the monthly charge of \$9.95 Customers may make long distance calls at a rate of \$0.04 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.15.28 Under the Grand Netcall Program Service Plan, for the monthly charge of \$9.95 Customers may make long distance calls at a rate of \$0.05 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.15.29 Under the Great Netcall Program Service Plan, for the monthly charge of \$9.95 Customers may make long distance calls at a rate of \$0.06 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.15.30 Under the Fantastic Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.07 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.15.31 Under the Bronze Netcall Program Service Plan, for the monthly charge of \$9.95 Customers may make long distance calls at a rate of \$0.08 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.15.32 Under the Saver Netcall Program Service Plan, for the monthly charge of \$9.95 Customers may make long distance calls at a rate of \$0.09 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.15.33 Under the Gold Netcall Program Service Plan, for the monthly charge of \$9.95 Customers may make long distance calls at a rate of \$0.10 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.

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# 3.15 Netcall Service Program (Cont'd)

- 3.15.34 Under the Superb Netcall Program Service Plan, for the monthly charge of \$9.95 Customers may make long distance calls at a rate of \$0.02 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.15.35 Under the Magnificent Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.03 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.15.36 Under the Terrific Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.04 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.15.37 Under the Sweet Netcall Program Service Plan, for the monthly charge of \$9.95 Customers may make long distance calls at a rate of \$0.05 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.15.38 Under the Sugar Netcall Program Service Plan, for the monthly charge of \$9.95 Customers may make long distance calls at a rate of \$0.06 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.15.39 Under the Delight Netcall Program Service Plan, for the monthly charge of \$9.95 Customers may make long distance calls at a rate of \$0.07 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.

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#### 3.15 Netcall Service Program (Cont'd)

- 3.15.40 Under the Ruby Netcall Program Service Plan, for the monthly charge of \$9.95 Customers may make long distance calls at a rate of \$0.08 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.15.41 Under the Emerald Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.09 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.15.42 Under the Diamond Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.10 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.15.43 Under the Crown Netcall Program Service Plan, for the monthly charge of \$24.95, Customers may make up to 642 minutes in long distance calling per month regardless of distance, time or day. Thereafter, calls will be billed at a rate of \$0.09 per minute.
- 3.15.44 Under the Jewel Netcall Program Service Plan, for the monthly charge of \$29.95 Customers may make up to 1000 minutes in long distance calling per month, regardless of distance, time or day. Thereafter, calls will be billed at a rate of \$0.09 per minute.
- 3.15.45 Under the Royal Netcall Program Service Plan, for the monthly charge of \$39.95 Customers may make up to 2000 minutes in long distance calling per month, regardless of distance, time or day. Thereafter, calls will be billed at a rate of \$0.09 per minute.

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# SECTION 4 - RATES (Cont'd)

- 4.1 Long Distance Telecommunications Network Usage Rates
  - 4.1.1 The calls placed through the Company are rated using one of the following schedules. The charges for all calls during a billing month will be totaled. If the total charge includes a fraction of a cent, the fraction will be rounded to the next whole cent (e.g., \$4,101.345 would be rounded to \$4,101.35).
  - 4.1.2 Day, Evening and Night rate periods apply to Long Distance Telecommunications Network Usage. The rates apply for all days of the week including holidays. The Day rate period is 8:00 a.m. to, but not including, 5:00 p.m., Monday through Friday and 5:00 p.m. to, but not including 11:00 p.m. Sunday. The Night/Weekend Rate period is 11:00 p.m. to, but not including, 8:00 a.m. Monday through Sunday, all day Saturday, and from 8:00 a.m. to, but not including, 5:00 p.m. Sunday. For New Year's Day (January 1), Independence Day (July 4) Labor Day, Thanksgiving Day and Christmas Day (December 25), the Evening Rate applies.

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# SECTION 4 - RATES (Cont'd)

# 4.1 Long Distance Network Usage Rates (Cont'd)

# 4.1.3 Ohio Intrastate Interlata Rates

		4.1.3.A	Sched		up service)				
		DAY	(uiai u	p to utur	EVE			NIGHT	
	\$		\$	\$		\$	\$	<del>"</del>	\$
ALL		0.25			0.25			0.25	
		4.1.3.B	Sched			N4-11	11.1		
		T) A V	(Dial-t	ip to dedi	cated or de	dicated to	dial-up s	•	
	e.	<u>DAY</u>	φ.	ė	<u>EVE</u>	ď	φ	<u>NIGHT</u>	•
	\$		\$	\$		\$	\$		\$
ALL		0.25			0.25			0.25	
		4.1.3.C	Sched (dedicate		dicated Ser	vice)			
		DAY	(dedice	atou to uc	EVE	V100)		NIGHT	
	\$	27111	\$	\$	<u>272</u>	\$	\$	140111	\$
ALL		0.25		-	0.25		_	0.25	

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## SECTION 4 - RATES (Cont'd)

#### 4.1.4 Special Calling Plan

Customers may elect to subscribe to the Company's Special Calling Plan at a fluctuating monthly rate of between \$4.00 to \$10.00. Pursuant to this plan, Customers pay between \$0.10 to \$0.25 for up to three (3) minutes of calling usage, independent of distance, time or day. For all calling usage after three (3) minutes, all usage charges are measured thereafter in one (1) minute increments and Customers are billed at a rate or \$0.10 to \$0.25 per minute, independent of distance, time or day. The minimum call duration for billing purposes is three (3) minutes. The duration of a call which involves a fractional part of a minute will be rounded up to the next higher full one (1) minute period. There is no charge if the call is not completed to the desired destination.

#### 4.2 Directory Assistance Service

The Company's Customers will be billed the following per call charge for each directory assistance call. The directory assistance charge applies to each call regardless of whether the directory assistance bureau is able to furnish the requested telephone number.

#### 4.3 Exemptions and Special Rates

#### 4.3.1 Discount for Hearing Impaired Customers:

A telephone toll message which is communicated using a telecommunications device for the deaf (TDD) by properly certified hearing or speech impaired persons or properly certified business establishments or individuals equipped with TDDs for communicating with hearing or speech impaired persons will receive upon request, calls placed between TDDs. The credit to be given on a subsequent bill for such calls placed between TDDs will be equal to applying the evening rate during business day hours and the night/weekend rate during the evening rate period. Discounts do not apply to surcharges or per call add on charges for operator service when the call is placed by a method that would normally incur the surcharge.

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ORIGINAL SHEET 36 O.P.U.C. TARIFF NO. 1

LOCAL TELECOM HOLDINGS, LLC d/b/a TRANSPOINT COMMUNICATIONS Case No. 01-587-CT-ZCO

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## SECTION 4 - RATES (Cont'd)

#### 4.3 Exemptions and Special Rates (Cont'd)

4.3.2 Operator Assistance for Handicapped Persons:

Operator station surcharges will be waived for operator assistance provided to a caller who identified him or herself as being handicapped and unable to dial the call because of a handicap.

4.3.3 Directory Assistance for Handicapped Persons:

There is no charge for Directory Assistance for calls from handicapped persons. Such persons must contact the Company for credit on their directory assistance calls.

#### 4.4. Call Forwarding

As set forth in Section 3.10 herein above, the customer will be entitled to twenty (20) minutes of use as part of its monthly subscription fee of \$14.95. After using the twenty (20) minutes of airtime, the customer will be charged at a flat rate of \$0.25 per minute for all interlata calls, independent of distance, time or day.

#### 4.5 Rates for Teleconferencing Service

4.5.1 The Customer will be entitled to twenty (20) minutes of Teleconference Service use as part of its monthly subscription fee of \$14.95. After using the twenty (20) minutes of airtime, the Customer originating the Teleconference will be charged at a flat rate of \$0.25 per minute for all interlata calls, independent of distance, time or day. The duration of a call which involves a fractional part of a minute will be rounded up to the next higher full minute. Rates are per minute. Rates for Origination may be billed as sent-paid or to a Calling Card, Debit Card or Credit Card. Rates for Termination may be billed to a Calling Card, Debit Card or Credit

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# ORIGINAL SHEET 38 O.P.U.C. TARIFF NO. 1

# LOCAL TELECOM HOLDINGS, LLC d/b/a TRANSPOINT COMMUNICATIONS Case No. 01-587-CT-ZCO

Card or pursuant to a preexisting agreement between the Company and the Customer.

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# SECTION 4 - RATES (Cont'd)

# 4.6 Rates for 1010XXX Netcall Service

Entity Code/	Product Name	Minute	Monthly	Call	Call length	Call limit	Calculated per
Product Code		Rate	Rate	Charge	minimum in	(minutes	minute rate
					minutes	included per	
						month)	
101	Basic	\$0.08	\$4.95		3		
102	Special	\$0.09	\$4.95		3		
103	Enhanced	\$0.10	\$4.95	-	3		
107	Platinum	\$0.08	\$4.95	\$0.30	3		
108	Pearl	\$0.09	\$4.95	\$0.30	0		
109	Sapphire	\$0.10	\$4.95	\$0.30	0		
	Copper	\$0.02	\$7.95		0		
	Quicksilver	\$0.03	\$7.95		3		
	Dream	\$0.04	\$7.95		3		
	Divine	\$0.05	\$7.95		3		
	Heaven	\$0.06	\$7.95	-	3		
	New	\$0.07	\$7.95	-	3		
	Fresh	\$0.08	\$7.95		3		
	Clean	\$0.09	\$7.95		3		
	Dime	\$0.10	\$7.95		3		
	Two	\$0.02	\$7.95	\$0.30	0		
	Three	\$0.03	\$7.95	\$0.30	0		
	Four	\$0.04	\$7.95	\$0.30	0		
	Nickel	\$0.05	\$7.95	\$0.30	0		
					ì		

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# SECTION 4 - RATES (Cont'd)

# 4.6 Rates for 1010XXX Netcall Service (Cont'd)

Entity Code/	Product Name	Minute	Monthly	Call	Call length	Call limit	Calculated per
Product Code		Rate	Rate	Charge	minimum in	(minutes	minute rate
					minutes	included per	
						month)	
	six	\$0.06	\$7.95	\$0.30	0		
	seven	\$0.07	\$7.95	\$0.30	0		
	eight	\$0.08	\$7.95	\$0.30	0		
	nine	\$0.09	\$7.95	\$0.30	0	**********	
	ten	\$0.10	\$7.95	\$0.30	0		
	discount	\$0.02	\$9.95		0		
	bigsave	\$0.02	\$9.95		3		
	save	\$0.04	\$9.95		3		
	grand	\$0.05	\$9.95		3		
	great	\$0.06	\$9.95		3		
	fantastic	\$0.07	\$9.95	-	3		
104	bronze	\$0.08	\$9.95		3		
105	silver	\$0.09	\$9.95	-	3		
106	gold	\$0.10	\$9.95		3		
	superb	\$0.02	\$9.95	\$0.30	0		

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# SECTION 4 - RATES (Cont'd)

## 4.6 Rates for 1010XXX Netcall Service (Cont'd)

Entity Code/ Product Code	Product Name	Minute Rate	Monthly Rate	Call Charge	Call length minimum in minutes	Call limit (minutes included per month)	Calculated per minute rate
	magnificent	\$0.03	\$9.95	\$0.30	0		
	terrific	\$0.04	\$9.95	\$0.30	0		
	sweet	\$0.05	\$9.95	\$0.30	0		
	sugar	\$0.06	\$9.95	\$0.30	0		
	delight	\$0.07	\$9.95	\$0.30	0		
110	ruby	\$0.08	\$9.95	\$0.30	0		
111	emerald	\$0.09	\$9.95	\$0.30	0		
112	diamond	\$0.10	\$9.95	\$0.30	0	1.00	

Royal Plans

113	crown		\$24.95		0	624	.04
114	jewel		\$24.95		0	1000	.03
115	royal	n=	\$24.95	-	0	2000	.02

<u>Crown</u> - At a cost of \$24.95 per month, customers receive up to 624 minutes of calling time regardless of distance, time or day. This works out to approximately \$.04 per minute. Thereafter, calls will be billed at a rate of \$.09 per minute.

<u>Jewel</u> - At a cost of \$29.95 per month, customers receive up to 1,000 minutes of calling time regardless of distance, time or day. This works out to approximately \$.03 per minute. Thereafter, calls will be billed at a rate of \$.09 per minute.

<u>Royal</u> - At a cost of \$39.95 per month, customers receive up to 2,000 minutes of calling time regardless of distance, time or day. This works out to approximately \$0.02 per minute. Thereafter, calls will be billed at a rate of \$.09 per minute.

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